Enterprise Incident Report April 2012

As of 5/1/2012

Transportation

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Transportation	Application Services	Danielle Hood	2 0	0 0	2 0
		Dustin Crump	2 0	0 0	2 0
		Martin Gonzalez	1 1	0 0	1 1
		Paul Lundell	1 0	0 0	1 0
		Tony Larsen	6 0	0 0	6 0
		Assigned to Individual Total	12 1	0 0	12 1
	Campus Networking	Tim King	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	3 3	0 0	3 3
		Dawn Wayment	1 0	0 0	1 0
		Eileen Dubach	2 2	0 0	2 2

Transportation

			Low	Medium	FCR Total
Transportation	Help Desk	Gerard Russell	1 0	0 0	1 0
		James Stearns	6 5	0 0	6 5
		Julie VanBeekum	7 7	0 0	7 7
		Vicky Marrelli	7 5	0 0	7 5
		Assigned to Individual Total	27 22	0 0	27 22
	Metro B Help Desk	Val Shepherd	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro C Help Desk	Diane Christensen	7 7	0 0	7 7
		Karen Gross	54 46	0 0	54 46
		Reed Stohel	1 1	0 0	1 1
		Ross Owen	1 1	0 0	1 1
		Assigned to Individual Total	63 55	0 0	63 55
	Metro C Hosting	Adam Sorensen	0 0	1 1	1 1
		Caleb Pryor	1 0	0 0	1 0

Transportation

			Low	Medium	FCR Total
Transportation	Metro C Hosting	Rondal Fields	2 0	0 0	2 0
		Assigned to Individual Total	3 0	1 1	4 1
	Metro C West Desktop Support	Bill Hall	1 1	0 0	1 1
		Cody Flanders	11 2	0 0	11 2
		Hal Wold	3 0	0 0	3 0
		Jeff Bench	57 57	0 0	57 57
		Mike Larsen	16 6	0 0	16 6
		Shane Squire	12 3	0 0	12 3
		Shellie Ramsay	2 2	0 0	2 2
		Assigned to Individual Total	102 71	0 0	102 71
	Network Operations	Brian Chatwin	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	Jeremy Standifird	2 0	0 0	2 0
		Randy Graham	61 57	0 0	61 57

Transportation

			Low	Medium	FCR Total
Transportation	Rural Central Desktop Support	Richard Packer	20 / 18	0 / 0	20 / 18
		Todd Hardy	3 / 3	0 / 0	3 / 3
		Assigned to Individual Total	86 / 78	0 / 0	86 / 78
	Rural North Desktop Support	Robert Stock	28 / 25	0 / 0	28 / 25
		Rodney Peterson	18 / 15	0 / 0	18 / 15
		Assigned to Individual Total	46 / 40	0 / 0	46 / 40
	Rural South Desktop Support	Doug Chaston	13 / 12	0 / 0	13 / 12
		Doug Thornton	1 / 1	0 / 0	1 / 1
		Joel Finlinson	64 / 61	0 / 0	64 / 61
		Lance Nay	2 / 2	0 / 0	2 / 2
		Assigned to Individual Total	80 / 76	0 / 0	80 / 76
	Strategic Communications	Dennis Rogers	1 / 0	0 / 0	1 / 0
		Luis Larios	1 / 0	0 / 0	1 / 0
		Assigned to Individual Total	2 / 0	0 / 0	2 / 0

Transportation

			Low	Medium	FCR Total
Transportation	Voice Operations	Britany Egan	1 0	0 0	1 0
		Gail Christiansen	5 0	0 0	5 0
		Romanza Hamblin Sorensen	5 0	0 0	5 0
		Assigned to Individual Total	11 0	0 0	11 0
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Wireless Services	Neil Bauer	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Assigned Group Total		437 345	1 1	438 346
Customer Company Total			437 345	1 1	438 346

Transportation

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response		
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**Medium**	**MIR Total**
Transportation	Application Services	Danielle Hood	2 2	0 0	2 2
		Dustin Crump	2 0	0 0	2 0
		Martin Gonzalez	1 0	0 0	1 0
		Paul Lundell	1 0	0 0	1 0
		Tony Larsen	6 2	0 0	6 2
		Assigned to Individual Total	12 4	0 0	12 4
	Campus Networking	Tim King	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Brenda Treadway	3 0	0 0	3 0
		Dawn Wayment	1 0	0 0	1 0
		Eileen Dubach	2 0	0 0	2 0

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Transportation

			Low	Medium	MIR Total
Transportation	Help Desk	Gerard Russell	1 0	0 0	1 0
		James Stearns	6 0	0 0	6 0
		Julie VanBeekum	7 0	0 0	7 0
		Vicky Marrelli	7 1	0 0	7 1
		Assigned to Individual Total	27 1	0 0	27 1
	Metro B Help Desk	Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Diane Christensen	7 0	0 0	7 0
		Karen Gross	54 0	0 0	54 0
		Reed Stohel	1 0	0 0	1 0
		Ross Owen	1 0	0 0	1 0
		Assigned to Individual Total	63 0	0 0	63 0
	Metro C Hosting	Adam Sorensen	0 0	1 0	1 0
		Caleb Pryor	1 0	0 0	1 0

Transportation

			Low	Medium	MIR Total
Transportation	Metro C Hosting	Rondal Fields	2 1	0 0	2 1
		Assigned to Individual Total	3 1	1 0	4 1
	Metro C West Desktop Support	Bill Hall	1 0	0 0	1 0
		Cody Flanders	11 0	0 0	11 0
		Hal Wold	3 0	0 0	3 0
		Jeff Bench	57 0	0 0	57 0
		Mike Larsen	16 0	0 0	16 0
		Shane Squire	12 1	0 0	12 1
		Shellie Ramsay	2 0	0 0	2 0
		Assigned to Individual Total	102 1	0 0	102 1
	Network Operations	Brian Chatwin	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	Jeremy Standifird	2 0	0 0	2 0
		Randy Graham	61 2	0 0	61 2

Transportation

			Low	Medium	MIR Total
Transportation	Rural Central Desktop Support	Richard Packer	20 0	0 0	20 0
		Todd Hardy	3 0	0 0	3 0
		Assigned to Individual Total	86 2	0 0	86 2
	Rural North Desktop Support	Robert Stock	28 0	0 0	28 0
		Rodney Peterson	18 0	0 0	18 0
		Assigned to Individual Total	46 0	0 0	46 0
	Rural South Desktop Support	Doug Chaston	13 1	0 0	13 1
		Doug Thornton	1 0	0 0	1 0
		Joel Finlinson	64 1	0 0	64 1
		Lance Nay	2 0	0 0	2 0
		Assigned to Individual Total	80 2	0 0	80 2
	Strategic Communications	Dennis Rogers	1 0	0 0	1 0
		Luis Larios	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0

Transportation

			Low	Medium	MIR Total
Transportation	Voice Operations	Britany Egan	1 0	0 0	1 0
		Gail Christiansen	5 0	0 0	5 0
		Romanza Hamblin Sorensen	5 0	0 0	5 0
		Assigned to Individual Total	11 0	0 0	11 0
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Wireless Services	Neil Bauer	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		437 11	1 0	438 11
Customer Company Total			437 11	1 0	438 11

Transportation

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Transportation	Application Services	Danielle Hood	2 2.77	0 0.00	2 2.77
		Dustin Crump	2 0.10	0 0.00	2 0.10
		Martin Gonzalez	1 0.42	0 0.00	1 0.42
		Paul Lundell	1 0.19	0 0.00	1 0.19
		Tony Larsen	6 0.60	0 0.00	6 0.60
		Assigned to Individual Total	12 0.83	0 0.00	12 0.83
	Campus Networking	Tim King	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Help Desk	Brenda Treadway	3 0.04	0 0.00	3 0.04
		Dawn Wayment	1 0.01	0 0.00	1 0.01
		Eileen Dubach	2 0.15	0 0.00	2 0.15

Transportation

			Low	Medium	ATTIR Total
Transportation	Help Desk	Gerard Russell	1 0.00	0 0.00	1 0.00
		James Stearns	6 0.00	0 0.00	6 0.00
		Julie VanBeekum	7 0.00	0 0.00	7 0.00
		Vicky Marrelli	7 0.18	0 0.00	7 0.18
		Assigned to Individual Total	27 0.06	0 0.00	27 0.06
	Metro B Help Desk	Val Shepherd	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Diane Christensen	7 0.00	0 0.00	7 0.00
		Karen Gross	54 0.00	0 0.00	54 0.00
		Reed Stohel	1 0.00	0 0.00	1 0.00
		Ross Owen	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	63 0.00	0 0.00	63 0.00
	Metro C Hosting	Adam Sorensen	0 0.00	1 0.00	1 0.00
		Caleb Pryor	1 0.05	0 0.00	1 0.05

Transportation

			Low	Medium	ATTIR Total
Transportation	Metro C Hosting	Rondal Fields	2 1.68	0 0.00	2 1.68
		Assigned to Individual Total	3 1.14	1 0.00	4 0.85
	Metro C West Desktop Support	Bill Hall	1 0.00	0 0.00	1 0.00
		Cody Flanders	11 0.18	0 0.00	11 0.18
		Hal Wold	3 0.18	0 0.00	3 0.18
		Jeff Bench	57 0.00	0 0.00	57 0.00
		Mike Larsen	16 0.06	0 0.00	16 0.06
		Shane Squire	12 0.21	0 0.00	12 0.21
		Shellie Ramsay	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	102 0.06	0 0.00	102 0.06
	Network Operations	Brian Chatwin	1 0.21	0 0.00	1 0.21
		Assigned to Individual Total	1 0.21	0 0.00	1 0.21
	Rural Central Desktop Support	Jeremy Standifird	2 0.00	0 0.00	2 0.00
		Randy Graham	61 0.09	0 0.00	61 0.09

Transportation

			Low	Medium	ATTIR Total
Transportation	Rural Central Desktop Support	Richard Packer	20 0.00	0 0.00	20 0.00
		Todd Hardy	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	86 0.07	0 0.00	86 0.07
	Rural North Desktop Support	Robert Stock	28 0.02	0 0.00	28 0.02
		Rodney Peterson	18 0.00	0 0.00	18 0.00
		Assigned to Individual Total	46 0.01	0 0.00	46 0.01
	Rural South Desktop Support	Doug Chaston	13 0.10	0 0.00	13 0.10
		Doug Thornton	1 0.00	0 0.00	1 0.00
		Joel Finlinson	64 0.04	0 0.00	64 0.04
		Lance Nay	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	80 0.05	0 0.00	80 0.05
	Strategic Communications	Dennis Rogers	1 0.00	0 0.00	1 0.00
		Luis Larios	1 0.20	0 0.00	1 0.20
		Assigned to Individual Total	2 0.10	0 0.00	2 0.10

Transportation

			Low	Medium	ATTIR Total
Transportation	Voice Operations	Britany Egan	1 0.14	0 0.00	1 0.14
		Gail Christiansen	5 0.24	0 0.00	5 0.24
		Romanza Hamblin Sorensen	5 0.26	0 0.00	5 0.26
		Assigned to Individual Total	11 0.24	0 0.00	11 0.24
	Voice/Data/WAN Services	Mike Johnson	1 0.60	0 0.00	1 0.60
		Assigned to Individual Total	1 0.60	0 0.00	1 0.60
	Wireless Services	Neil Bauer	1 0.40	0 0.00	1 0.40
		Assigned to Individual Total	1 0.40	0 0.00	1 0.40
	Assigned Group Total		437 0.08	1 0.00	438 0.08
Customer Company Total			437 0.08	1 0.00	438 0.08

Transportation

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Transportation	Application Services	Danielle Hood	2 0	0 0	2 0
		Dustin Crump	2 0	0 0	2 0
		Martin Gonzalez	1 0	0 0	1 0
		Paul Lundell	1 1	0 0	1 1
		Tony Larsen	6 0	0 0	6 0
		Assigned to Individual Total	12 1	0 0	12 1
	Campus Networking	Tim King	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Help Desk	Brenda Treadway	3 0	0 0	3 0
		Dawn Wayment	1 0	0 0	1 0
		Eileen Dubach	2 0	0 0	2 0

Transportation

			Low	Medium	MR Total
Transportation	Help Desk	Gerard Russell	1 0	0 0	1 0
		James Stearns	6 0	0 0	6 0
		Julie VanBeekum	7 0	0 0	7 0
		Vicky Marrelli	7 0	0 0	7 0
		Assigned to Individual Total	27 0	0 0	27 0
	Metro B Help Desk	Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Diane Christensen	7 2	0 0	7 2
		Karen Gross	54 0	0 0	54 0
		Reed Stohel	1 0	0 0	1 0
		Ross Owen	1 0	0 0	1 0
		Assigned to Individual Total	63 2	0 0	63 2
	Metro C Hosting	Adam Sorensen	0 0	1 0	1 0
		Caleb Pryor	1 1	0 0	1 1

Transportation

			Low	Medium	MR Total
Transportation	Metro C Hosting	Rondal Fields	2 1	0 0	2 1
		Assigned to Individual Total	3 2	1 0	4 2
	Metro C West Desktop Support	Bill Hall	1 0	0 0	1 0
		Cody Flanders	11 3	0 0	11 3
		Hal Wold	3 0	0 0	3 0
		Jeff Bench	57 0	0 0	57 0
		Mike Larsen	16 0	0 0	16 0
		Shane Squire	12 1	0 0	12 1
		Shellie Ramsay	2 1	0 0	2 1
		Assigned to Individual Total	102 5	0 0	102 5
	Network Operations	Brian Chatwin	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Rural Central Desktop Support	Jeremy Standifird	2 0	0 0	2 0
		Randy Graham	61 0	0 0	61 0

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Transportation

			Low	Medium	MR Total
Transportation	Rural Central Desktop Support	Richard Packer	20 0	0 0	20 0
		Todd Hardy	3 0	0 0	3 0
		Assigned to Individual Total	86 0	0 0	86 0
	Rural North Desktop Support	Robert Stock	28 1	0 0	28 1
		Rodney Peterson	18 0	0 0	18 0
		Assigned to Individual Total	46 1	0 0	46 1
	Rural South Desktop Support	Doug Chaston	13 0	0 0	13 0
		Doug Thornton	1 0	0 0	1 0
		Joel Finlinson	64 1	0 0	64 1
		Lance Nay	2 0	0 0	2 0
		Assigned to Individual Total	80 1	0 0	80 1
	Strategic Communications	Dennis Rogers	1 1	0 0	1 1
		Luis Larios	1 1	0 0	1 1
		Assigned to Individual Total	2 2	0 0	2 2

Transportation

			Low	Medium	MR Total
Transportation	Voice Operations	Britany Egan	1 0	0 0	1 0
		Gail Christiansen	5 0	0 0	5 0
		Romanza Hamblin Sorensen	5 1	0 0	5 1
		Assigned to Individual Total	11 1	0 0	11 1
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Wireless Services	Neil Bauer	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Assigned Group Total		437 16	1 0	438 16
Customer Company Total			437 16	1 0	438 16

Transportation

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Transportation	Application Services	Danielle Hood	2 3.38	0 0.00	2 3.38
		Dustin Crump	2 0.28	0 0.00	2 0.28
		Martin Gonzalez	1 0.72	0 0.00	1 0.72
		Paul Lundell	1 6.34	0 0.00	1 6.34
		Tony Larsen	6 1.24	0 0.00	6 1.24
		Assigned to Individual Total	12 1.82	0 0.00	12 1.82
	Campus Networking	Tim King	1 22.91	0 0.00	1 22.91
		Assigned to Individual Total	1 22.91	0 0.00	1 22.91
	Help Desk	Brenda Treadway	3 0.04	0 0.00	3 0.04
		Dawn Wayment	1 0.08	0 0.00	1 0.08
		Eileen Dubach	2 0.46	0 0.00	2 0.46

Transportation

			Low	Medium	ATTR Total
Transportation	Help Desk	Gerard Russell	1 0.00	0 0.00	1 0.00
		James Stearns	6 0.00	0 0.00	6 0.00
		Julie VanBeekum	7 0.14	0 0.00	7 0.14
		Vicky Marrelli	7 0.28	0 0.00	7 0.28
		Assigned to Individual Total	27 0.15	0 0.00	27 0.15
	Metro B Help Desk	Val Shepherd	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Diane Christensen	7 2.20	0 0.00	7 2.20
		Karen Gross	54 0.01	0 0.00	54 0.01
		Reed Stohel	1 0.00	0 0.00	1 0.00
		Ross Owen	1	0 0.00	1
		Assigned to Individual Total	63 0.28	0 0.00	63 0.28
	Metro C Hosting	Adam Sorensen	0 0.00	1 0.00	1 0.00
		Caleb Pryor	1 586.40	0 0.00	1 586.40

Transportation

			Low	Medium	ATTR Total
Transportation	Metro C Hosting	Rondal Fields	2 9.42	0 0.00	2 9.42
		Assigned to Individual Total	3 201.75	1 0.00	4 151.31
	Metro C West Desktop Support	Bill Hall	1 0.67	0 0.00	1 0.67
		Cody Flanders	11 2.57	0 0.00	11 2.57
		Hal Wold	3 1.40	0 0.00	3 1.40
		Jeff Bench	57 1.07	0 0.00	57 1.07
		Mike Larsen	16 0.39	0 0.00	16 0.39
		Shane Squire	12 1.48	0 0.00	12 1.48
		Shellie Ramsay	2 3.02	0 0.00	2 3.02
		Assigned to Individual Total	102 1.21	0 0.00	102 1.21
	Network Operations	Brian Chatwin	1 3.78	0 0.00	1 3.78
		Assigned to Individual Total	1 3.78	0 0.00	1 3.78
	Rural Central Desktop Support	Jeremy Standifird	2 0.90	0 0.00	2 0.90
		Randy Graham	61 0.11	0 0.00	61 0.11

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			Low	Medium	ATTR Total
Transportation	Rural Central Desktop Support	Richard Packer	20 0.93	0 0.00	20 0.93
		Todd Hardy	3 0.25	0 0.00	3 0.25
		Assigned to Individual Total	86 0.32	0 0.00	86 0.32
	Rural North Desktop Support	Robert Stock	28 2.11	0 0.00	28 2.11
		Rodney Peterson	18 0.26	0 0.00	18 0.26
		Assigned to Individual Total	46 1.39	0 0.00	46 1.39
	Rural South Desktop Support	Doug Chaston	13 0.10	0 0.00	13 0.10
		Doug Thornton	1 0.00	0 0.00	1 0.00
		Joel Finlinson	64 0.15	0 0.00	64 0.15
		Lance Nay	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	80 0.13	0 0.00	80 0.13
	Strategic Communications	Dennis Rogers	1 8.55	0 0.00	1 8.55
		Luis Larios	1 88.03	0 0.00	1 88.03
		Assigned to Individual Total	2 48.29	0 0.00	2 48.29

Transportation

			Low	Medium	ATTR Total
Transportation	Voice Operations	Britany Egan	1 1.26	0 0.00	1 1.26
		Gail Christiansen	5 0.29	0 0.00	5 0.29
		Romanza Hamblin Sorensen	5 2.10	0 0.00	5 2.10
		Assigned to Individual Total	11 1.20	0 0.00	11 1.20
	Voice/Data/WAN Services	Mike Johnson	1 0.60	0 0.00	1 0.60
		Assigned to Individual Total	1 0.60	0 0.00	1 0.60
	Wireless Services	Neil Bauer	1 0.40	0 0.00	1 0.40
		Assigned to Individual Total	1 0.40	0 0.00	1 0.40
	Assigned Group Total		437 2.37	1 0.00	438 2.36
Customer Company Total			437 2.37	1 0.00	438 2.36

Transportation

Detail

Incident	Reporter	Category	Type	Product	TIR/TTR Missed		Value
INC000000453102	Adam Anderson	Application	None	Motor Carrier System	TIR Missed:	No	0.05
Metro C Hosting	Caleb Pryor	Transportation	Low	Resolved	TTR Missed:	Yes	586.40
INC000000463298	James Oneil Winn	Network	Performance	None	TIR Missed:	No	0.21
Network Operations	Brian Chatwin	Transportation	Low	Resolved	TTR Missed:	No	3.78
INC000000478855	Kristi Barney	Application	None	Novell GroupWise	TIR Missed:	No	0.19
Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed:	Yes	6.34
INC000000481562	Tyler Lake	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.61
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.61
INC000000481978	Julie Lewis	None	None	None	TIR Missed:	No	0.31
Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000481978	Julie Lewis	None	None	None	TIR Missed:	No	0.00
Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000487672	Janice Poole	EIS Hardware	None	None	TIR Missed:	No	0.20
Strategic Communications	Luis Larios	Transportation	Low	Closed	TTR Missed:	Yes	88.03
INC000000487979	Janice Poole	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed:	No	
INC000000488848	Bill Boyer	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000488884	Dirk Parker	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	
INC000000488897	Shauna Sisneros	Application	None	Internet Explorer	TIR Missed:	No	0.23
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed:	No	0.90
INC000000488970	Mark Daniels	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000488972	Ron Butler	PC/Laptop	None	None	TIR Missed:	No	0.19
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed:	No	1.23
INC000000488988	Jeremy Jeppeson	Network	Performance	None	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Transportation	Low	Closed	TTR Missed:	No	
INC000000489011	Ivan Hartle	Telecom	Hardware	Telephone	TIR Missed:	No	0.16
Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed:	Yes	8.03
INC000000489091	Lori Dabling	None	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	

Transportation

INC000000489184	Blake Gillies	Application	Password	PGP	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000489199	Amber Pace	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	
INC000000489211	James Baird	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	
INC000000489249	Jason E Davis	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000489250	Teresa Johnson	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000489254	Callie Halling	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000489256	Sharla Allen	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000489274	Frank Pisani	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	
INC000000489291	Vicki Hanshew	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	
INC000000489323	Susan Parker	Mobile Devices	None	BlackBerry Configuration	TIR Missed: Yes	3.96
Application Services	Danielle Hood	Transportation		Low	Closed	TTR Missed: No	5.18
INC000000489372	Shaun Nay	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000489373	Shaun Nay	Application	Error	Adobe Reader	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	1.41
INC000000489400	Elaine Fanning	Application	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000489430	Tamy Scott	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000489438	Mark Daniels	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: Yes	1.28
Metro C West Desktop Support	Shane Squire	Transportation		Low	Closed	TTR Missed: No	1.89
INC000000489448	Stacy Frandsen	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	
INC000000489582	Roger Dransfield	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation		Low	Closed	TTR Missed: No	0.88

Transportation

INC000000489775	Doug Croft	PC/Laptop	Password	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000489776	Randall Taylor	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000489780	Brady Roberts	Application	Password	Project Development Business S	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000489781	James Chandler	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000489795	Dale G Robins	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000489824	Pam Pala	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.25
INC000000489869	Richard C Clark	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	0.18
INC000000489872	Richard C Clark	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	0.12
INC000000489892	Elizabeth Giraud	Network	None	Microsoft Windows XP Professio	TIR Missed: No	0.26
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	1.52
INC000000489919	Bill Boyer	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000489931	Lloyd Neeley	Application	Error	Gmail	TIR Missed: No	0.01
	Help Desk	Dawn Wayment	Transportation	Low	Closed	TTR Missed: No	0.08
INC000000489933	Amanda Holm	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.09
INC000000489964	Dirk Parker	Application	Error	Gmail	TIR Missed: No	0.73
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: Yes	8.17
INC000000490002	Dirk Parker	Application	Error	None	TIR Missed: No	0.33
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	2.89
INC000000490067	Rick Campagna	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.26
INC000000490069	PK Mohanty	Mobile Devices	Error	Ipads	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.28
INC000000490073	PK Mohanty	Application	Error	ProjectWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.28

Transportation

INC000000490081	Lisa Zundel	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000490285	Dan Erikson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000490290	Steven Niebergall	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000490291	Vance Layton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000490295	Vance Layton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000490299	Jason Henrie	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000490302	Vance Layton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000490374	Cheryl White	Application	None	Acrobat Reader		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000490409	Joanna Gunderson	Telecom	Hardware	Telephone		TIR Missed: No	0.36
	Voice Operations	Gail Christiansen	Transportation	Low	Closed	TTR Missed: No	0.36
INC000000490412	Joanna Gunderson	Telecom	Hardware	Telephone		TIR Missed: No	0.20
	Voice Operations	Gail Christiansen	Transportation	Low	Closed	TTR Missed: No	0.20
INC000000490414	Joanna Gunderson	Telecom	Hardware	Telephone		TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Transportation	Low	Closed	TTR Missed: No	0.07
INC000000490441	Daryl Ballantyne	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000490445	Bill Smith	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000490448	Daryl Ballantyne	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000490452	Cindy Ingram	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000490527	Carma Savage	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.38
INC000000490582	Jeff Gordon	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000490588	Nacey Wilson	None	None	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490589	Robert Pelly	Application	None	electronic Project Management		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490643	Oanh Le	None	None	electronic Project Management		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490647	Eugene Romero	Print/Copy/Scan/Fax	Error Code	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490650	Janice Poole	Application	Error	Novell GroupWise		TIR Missed:	No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed:	No	0.39
INC000000490652	Lisa Zundel	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490662	William Butterfield	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490688	Randall Taylor	Application	Error	electronic Project Management		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490815	Geoffrey Dupaix	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Campus Networking	Tim King	Transportation	Low	Closed	TTR Missed:	Yes	22.91
INC000000490830	Vicki Hanshew	Application	None	Microsoft Excel		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490877	Sheri Uffens	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490884	Sheri Uffens	Application	None	Novell Messenger		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490914	Kerry Savage	Application	Error	electronic Project Management		TIR Missed:	No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490922	Branden Anderson	Network	Password	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490943	Peter Tabachki	Application	None	Novell GroupWise		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490981	Kim Loveridge	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000490987	Christopher Whipple	Network	Incident	None		TIR Missed:	No	0.06
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed:	No	4.08

Transportation

INC000000491001	Amanda Holm	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No		2.34
INC000000491019	Shauna Sisneros	Application	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000491021	Steven Niebergall	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No		0.00
INC000000491038	Robert Pelly	Application	None	ProjectWise		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000491101	Robb Edgar	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000491159	Eric Cheng	Application	None	Novell GroupWise		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000491197	Rick Campagna	Network	Password	Microsoft Windows XP Professio	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000491213	Troy A Johnson	Network	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000491305	Rick Campagna	Application	Password	Novell GroupWise		TIR Missed: No		0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No		0.91
INC000000491316	Troy Torgersen	None	None	None		TIR Missed: No		0.02
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: Yes		6.72
INC000000491341	Kristi Nye	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000491363	Joanna Gunderson	Telecom	Dial Tone	Telephone		TIR Missed: No		0.45
	Voice Operations	Gail Christiansen	Transportation	Low	Closed	TTR Missed: No		0.45
INC000000491364	Deborah Henry	Application	Password	Project Development Business S	TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No		2.12
INC000000491371	Matt Zundel	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000491390	Teri Newell	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No		1.82
INC000000491412	Nicole Godfrey	PC/Laptop	None	None		TIR Missed: No		0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No		0.13
INC000000491460	Teresa Johnson	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No		1.14

Transportation

INC000000491469	Troy Starley	Application	None	Microsoft Windows XP Professic	TIR Missed:	No	0.28
Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed:	No	2.69
INC000000491583	Shawn Debenham	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000491653	Bryan Chamberlain	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000491673	JT Dziatlik	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed:	Yes	6.05
INC000000491674	Kim Loveridge	Application	Error	Adobe Reader	TIR Missed:	No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed:	No	0.73
INC000000491703	Pam Salazar	Application	None	Adobe Acrobat	TIR Missed:	No	0.17
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed:	No	2.60
INC000000491868	Anne Ogden	Application	Error	ProjectWise	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000491885	Teresa Johnson	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000491904	Jami Gentry	None	None	None	TIR Missed:	No	0.12
Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed:	No	0.82
INC000000491921	Kathryn Larsen	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000491924	Joe Lee	Application	Password	Project Development Business !	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000491950	Cindy Ingram	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000491954	Kristi Nye	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000492095	Justin Schellenberg	Application	Reporting	Microsoft Project	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000492099	John Higgins	Application	Reporting	Microsoft Project	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000492102	Jeffery A Wood	Application	Error	Symantec AntiVirus	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000492105	Nadil Sous	Mobile Devices	Error	BlackBerry Configuration	TIR Missed:	No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed:	No	0.51

Transportation

Incident	Name	Category	Type	Item			TIR/TTR Missed		Value
INC000000492174	Bryan Chamberlain	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492196	Kyle Esquibel	Print/Copy/Scan/Fax	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492211	Kim Toolson	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492221	Mike Evans	Application	None	Novell GroupWise			TIR Missed: No		0.33
	Application Services	Tony Larsen	Transportation	Low		Closed	TTR Missed: No		3.40
INC000000492241	PK Mohanty	Application	Error	Novell GroupWise			TIR Missed: No		0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low		Closed	TTR Missed: No		0.32
INC000000492264	William Butterfield	Application	None	Novell GroupWise			TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492268	Brian Phillips	Application	Reporting	Microsoft Project			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492275	Jason Richins	Application	Password	Symantec AntiVirus			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492280	Brent Schvaneveldt	Application	Reporting	Microsoft Project			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492297	Troy Starley	None	None	None			TIR Missed: No		0.00
	Metro C West Desktop Support	Hal Wold	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492300	Jami Gentry	Telecom	Conference	None			TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492301	Wade Ramsay	PC/Laptop	Hardware	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492303	Brent Schvaneveldt	Application	Error	JavaPC			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492305	Thad Pinkerton	Network	Incident	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492306	Paul Baum	Network	Password	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No		0.00
INC000000492328	Cheri Guertler	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.26
	Metro C Help Desk	Karen Gross	Transportation	Low		Closed	TTR Missed: No		0.26
INC000000492368	James Olschewski	Mobile Devices	Error	Droid			TIR Missed: No		0.22
	Metro C West Desktop Support	Shane Squire	Transportation	Low		Closed	TTR Missed: No		0.22

Transportation

INC000000492399	Anne Ogden	Application	Error	Mozilla Firefox		TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000492526	Anne Ogden	Application	Error	ProjectWise		TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000492665	Monte Aldridge	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000492667	Monte Aldridge	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000492691	Jose Rodriguez	Application	Error	PGP		TIR Missed: No	0.00
Rural Central Desktop Support		Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.35
INC000000492702	Jolene Ottley	Application	None	Internet Explorer		TIR Missed: No	0.00
Metro C Help Desk		Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000492764	Robert Gilson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk		James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000492813	Linda McStotts	Application	Password	Utah Master Directory		TIR Missed: No	0.00
Help Desk		Brenda Treadway	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000492886	Teri Peterson	Application	Password	None		TIR Missed: No	0.00
Rural South Desktop Support		Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000492938	Francine Randolph	Application	Error	electronic Project Management	TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000492962	Teri Peterson	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000493079	Liz Olschewski	None	None	None		TIR Missed: No	0.13
Metro C West Desktop Support		Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.80
INC000000493187	Blake Gillies	Application	Reporting	PGP		TIR Missed: Yes	1.33
Rural South Desktop Support		Doug Chaston	Transportation	Low	Closed	TTR Missed: No	1.33
INC000000493211	Jolene Sexton	Application	Error	None		TIR Missed: No	0.00
Rural North Desktop Support		Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.99
INC000000493251	Wendy Nez	Application	Error	electronic Project Management	TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000493309	Donna Beagley	Print/Copy/Scan/Fax	Error Code	Microsoft Windows 7		TIR Missed: No	0.00
Rural South Desktop Support		Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000493310	Tami Timothy	Telecom	Dial Tone	Telephone		TIR Missed: No	0.05
Voice Operations		Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	1.06

Transportation

INC000000493322	Jack Mason	Application	None	PGP	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000493687	Bret Krebs	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.45
INC000000493688	Kristi Nye	Application	None	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.41
INC000000493774	Daniel Page	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Transportation	Low	Closed	TTR Missed: No	0.61
INC000000493779	Robert Brown	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000493843	Cristina Cibrian	Telecom	Coverage Path	Telephone	TIR Missed: No	0.60
	Voice/Data/WAN Services	Mike Johnson	Transportation	Low	Closed	TTR Missed: No	0.60
INC000000493849	Edward Layton	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000493943	Rodney Terry	Application	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	5.71
INC000000493947	Margaret Gish	Application	None	Microsoft Windows XP Professi	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000493951	Paul Wheeler	None	None	None	TIR Missed: No	0.08
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	0.33
INC000000493989	Glen Clark	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.09
INC000000493999	Cameron Kergaye	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000494052	Wendy Kemp	Application	None	Internet Explorer	TIR Missed: No	0.15
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: Yes	6.39
INC000000494082	Todd Richins	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000494122	Greg Palmer	PC/Laptop	Password	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: Yes	6.92
INC000000494267	Lisa Anderson	Application	Error	electronic Project Management	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000494283	Becky Hjelm	Application	None	Novell Messenger	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000494288	Jason Runyan	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.03
INC000000494291	Geoffrey Dupaix	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.51
INC000000494309	Janice Poole	PC/Laptop	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.66
INC000000494386	Michael Stuart	Application	Error	Mozilla Firefox	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000494416	Pam Higgins	None	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000494418	Michelle Lindgren	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.53
INC000000494471	Tyron McQuiddy	Network	Password	Utah Master Directory	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.28
INC000000494513	Liz Olschewski	Application	Error	Microsoft Excel	TIR Missed: No	0.41
Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	1.28
INC000000494573	Michael Christensen	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.22
INC000000494599	Adam Lough	Application	Error	Adobe Reader	TIR Missed: Yes	4.11
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	4.11
INC000000494646	Hal Crew	Network	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000494656	Bob Gardiner	EIS Hardware	Printer	None	TIR Missed: No	0.00
Strategic Communications	Dennis Rogers	Transportation	Low	Closed	TTR Missed: Yes	8.55
INC000000494789	Cameron Gay	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000494799	Brian D Quarnberg	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000494960	Mone Wardle	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000494980	Daniel Adams	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000495069	Judie McDermott	Application	None	Microsoft Windows XP Professi	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.74

Transportation

INC000000495075	Robert Nash	Application	Error	None			TIR Missed: No	0.36
	Metro C West Desktop Support	Shane Squire	Transportation	Low		Closed	TTR Missed: No	4.38
INC000000495326	Rick Pro	Application	Error	None			TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low		Closed	TTR Missed: No	1.69
INC000000495333	John Bangle	Application	Error	None			TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low		Closed	TTR Missed: No	1.67
INC000000495334	Mike Bair	Application	None	Internet Explorer			TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low		Closed	TTR Missed: No	1.67
INC000000495339	Howard Anderson	Application	None	None			TIR Missed: No	0.08
	Metro C West Desktop Support	Cody Flanders	Transportation	Low		Closed	TTR Missed: No	0.53
INC000000495424	Jeff Baird	Network	Incident	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000495437	Brady Shakespear	Application	Error	ZENworks for Desktops			TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low		Resolved	TTR Missed: No	0.47
INC000000495442	Janice Tremaine	Telecom	Dial Tone	None			TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low		Resolved	TTR Missed: No	0.45
INC000000495495	Josh Glazier	Application	Reporting	Microsoft Word			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000495499	Bob Westover	Application	Error	Novell GroupWise			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000495502	Jeff Baird	Application	Password	Novell GroupWise			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000495508	Kimberly Krein	Application	Error	Microsoft Office 2003 Profession			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000495525	Fred Priebe	Mobile Devices	Error	Novell GroupWise			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000495529	Craig Hancock	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000495536	Lynda Seckletstewa	Application	Error	WordPerfect Office 2002			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000495537	Grant Jackson	Network	Error	None			TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.00
INC000000495541	Adam Lough	None	None	None			TIR Missed: No	0.24
	Rural Central Desktop Support	Randy Graham	Transportation	Low		Closed	TTR Missed: No	0.24

Transportation

INC000000495550	Lisa Wilson	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000495622	Ivan Hartle	Telecom	Call/Receive	telephone	TIR Missed: No	0.12
	Voice Operations	Gail Christiansen	Transportation	Low	Closed	TTR Missed: No	0.36
INC000000495681	Daniel Hsiao	PC/Laptop	Hardware	None	TIR Missed: No	0.09
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	2.16
INC000000495817	Jerry Arnold	Network	None	Utah Master Directory	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000495826	Carma Savage	Telecom	None	Telephone	TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.31
INC000000495839	Mike Donivan	Application	None	Computer Aided Drafting and De	TIR Missed: No	0.63
	Metro C Hosting	Rondal Fields	Transportation	Low	Closed	TTR Missed: Yes	16.11
INC000000495881	Nile Easton	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000495906	Michael Bowen	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.03
INC000000495943	Chris Memmott	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	3.33
INC000000496255	Shannon Graham	Application	Error	electronic Project Management	TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	1.33
INC000000496338	Terry Jacobson	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Transportation	Low	Closed	TTR Missed: No	0.54
INC000000496341	Daryl Friant	PC/Laptop	Hardware	None	TIR Missed: Yes	1.14
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	1.14
INC000000496345	Terry Wiseman	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000496403	Tim Rose	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000496422	Susan Sasser	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000496441	Wayne Cummings	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	0.45
INC000000496490	Larry Ivie	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000496495	James McDonald	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: Yes	6.46
INC000000496561	Chris Newman	Application	None	Novell GroupWise		TIR Missed: Yes	1.04
	Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	1.32
INC000000496676	Robert Kesler	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000496679	Robert Brown	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000496720	Cheri Guertler	Telecom	None	Telephone		TIR Missed: No	0.14
	Voice Operations	Britany Egan	Transportation	Low	Closed	TTR Missed: No	1.26
INC000000496723	Marwan Farah	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000496725	Kory Iman	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000496779	Michael A Adams	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.46
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.46
INC000000496862	Craig Hancock	Application	Error	Microsoft Project		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000496887	Josh Glazier	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000496894	Jill Baxter	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Closed	TTR Missed: No	0.99
INC000000496981	Daryl Friant	Telecom	None	Telephone		TIR Missed: No	0.64
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.84
INC000000496994	Fred Priebe	Application	Error	Project Development Business	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000497005	Lester John	Application	Error	Project Development Business	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000497011	Lester John	Application	Error	Project Development Business	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000497020	Roland Ivie	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000497023	Arty Johnson	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000497041	Shelby Clayburn	Network	Incident	Active Directory	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000497046	Sherry Brown	Application	Error	Microsoft Office 2003 Profession	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000497050	Justin Lazenby	Network	Incident	Active Directory	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000497190	Austin Baysinger	None	None	None	TIR Missed:	No	0.00
Metro C Hosting	Adam Sorensen	Transportation	Medium	Closed	TTR Missed:	No	0.00
INC000000497257	Rick Torgerson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	Yes	2.52
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	2.52
INC000000497317	Janice Billeter	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000497366	Rick Murdock	Application	None	Internet Explorer	TIR Missed:	No	0.17
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed:	No	0.58
INC000000497490	Jon Ogden	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	4.64
INC000000497598	Valentino Martinez	Network	Incident	None	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed:	No	0.94
INC000000497690	Doug Ellis	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	3.10
INC000000497696	Steven Quinn	Network	Error	None	TIR Missed:	Yes	2.73
Metro C Hosting	Rondal Fields	Transportation	Low	Closed	TTR Missed:	No	2.73
INC000000497707	Marwan Farah	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000497733	Darren Keetch	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	4.42
INC000000497897	David Adamson	None	None	None	TIR Missed:	No	0.07
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed:	No	0.07
INC000000497912	Craig Conway	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed:	No	2.09
INC000000497920	Mark Laws	Application	Password	electronic Project Management	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00
INC000000497936	Jami Gentry	Application	Error	Novell GroupWise 32-bit Windo	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed:	No	0.00

Transportation

INC000000497967	Robert Nash	Application	Error	ProjectWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000497982	Nikki DeNiro	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.07
INC000000498034	Ronald Krause	Application	Error	Employee Gateway	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000498104	Jolene Sexton	Application	Error	None	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000498138	Les Seckletstewa	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000498151	Cheryll Benner	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000498278	Dian McGuire	Network	Password	Novell ConsoleOne	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000498282	W Scott Jones	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000498580	Bill Sube	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.29
INC000000498583	Bill Sube	PC/Laptop	Error	Microsoft Windows XP Professi(	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.32
INC000000498623	Stephenie Johnson	Application	None	Microsoft Windows XP Professi(	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000498682	Wes Starkenburg	Application	None	Computer Aided Drafting and D(	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000498726	Gaye Babcock	Application	Error	Microsoft Word	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000498742	Randy Obray	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000498762	Kent Sylvester	Application	Error	electronic Project Management	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000498915	Alan L Nielsen	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000498931	Roy Ulibarri	Storage	None	Microsoft Windows XP Professi(	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000498934	Karl Schmidt	Application	Password	Utah Master Directory		TIR Missed: No	0.30
	Help Desk	Eileen Dubach	Transportation	Low	Resolved	TTR Missed: No	0.30
INC000000498942	Daniel Adams	Mobile Devices	Error	Droid		TIR Missed: Yes	1.58
	Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: No	1.58
INC000000498954	Dirk Parker	Application	None	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000498968	Elizabeth Giraud	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499058	Bryan Morgan	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499091	James Baird	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499093	Grant Bagley	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499228	Errik Ovard	Application	Password	Project Development Business ؟		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499276	Steven Niebergall	Application	None	Microsoft Access 2003		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.56
INC000000499279	Steven Niebergall	Application	None	Novell GroupWise 32-bit Windov		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.58
INC000000499281	Jacob Ibanez	Application	Password	Novell GroupWise 32-bit Windov		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499285	George Jay Simon	Network	Password	Active Directory		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499336	Jill Baxter	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	1.98
INC000000499397	Jami Gentry	Telecom	Conference	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499458	Ray Bentley	Application	Error	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499526	Doug Croft	Application	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499531	Mark Laws	Application	Password	electronic Project Management		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000499539	Jayson Cluff	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499547	Gary Orton	Network	Password	Active Directory	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499550	Marci Brunson	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499555	Brent Jessen	Application	Password	Project Development Business !	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499557	Nathan Merrill	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499562	Erick Cox	Application	Error	Project Development Business !	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499563	Cameron Gay	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499566	Leona Dalley	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Resolved	TTR Missed: Yes	24.90
INC000000499570	Leonard Heaps	Application	Error	Adobe Reader	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499574	Jeremy Covington	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Resolved	TTR Missed: No	4.70
INC000000499576	Juan Lovato	Network	Password	Active Directory	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499655	Terry Wiseman	PC/Laptop	Password	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499681	Mike Seng	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499727	Janice Poole	Application	Reporting	Gmail	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499731	Greg Searle	Mobile Devices	Error	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499751	Josh Glazier	Mobile Devices	Error	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00
INC000000499763	Lester John	Application	Error	Project Development Business !	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000499772	Justin Lazenby	Application	Error	Project Development Business ?	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499783	Jim Golden	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499794	Tam Southwick	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499797	Lenee Trujillo	Network	Password	Active Directory	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499800	Jill Baxter	Telecom	Voice Mail	Telephone	TIR Missed: No	0.22
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	0.28
INC000000499814	Richard Crosland	Network	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499923	Stephen Goodrich	Application	Password	Public Meeting / Notice Web Site	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499931	Travis Garrett	Network	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499934	Grant Jackson	Network	Password	Active Directory	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499955	Richard Crosland	Mobile Devices	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000499960	Arty Johnson	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000500017	Vincent Liu	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000500112	Robert Owens	Network	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000500131	Susan Sasser	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000500174	Teri Peterson	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000500196	Jim Phillips	Application	None	Novell GroupWise	TIR Missed: Yes	1.68
	Application Services	Tony Larsen	Transportation	Low	Resolved	TTR Missed: No	1.68
INC000000500472	Josh Brooks	Network	Password	Active Directory	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000500473	Teri Peterson	Application	Error	Internet Explorer	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000500496	Kirk Sherman	Network	Password	Utah Master Directory	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000500665	Becki Simmons	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000500667	Jack W Black	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000500701	Rickie Bradshaw	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000500924	Tracy Kirkham	PC/Laptop	Password	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000500964	Tyron McQuiddy	None	None	None	TIR Missed:	No	0.09
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed:	No	0.42
INC000000501014	Greg Palmer	Application	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.06
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed:	No	0.22
INC000000501317	Elizabeth Giraud	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000501339	Catherine Higgins	Application	None	PGP	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000501372	Morgan Humphries	Application	Error	Cisco AnyConnect VPN Client	TIR Missed:	No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed:	No	0.90
INC000000501853	Bill Sube	Application	Error	Novell GroupWise 32-bit Windo\	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	1.47
INC000000501927	Chris Cowan	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000501990	Liz Olschewski	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed:	No	0.06
INC000000502062	Jamie Torres	PC/Laptop	Password	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000502076	Steve Feuers	None	None	None	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000502226	Troy A Johnson	Network	Password	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed:	No	0.86

Transportation

INC000000502230	Gunner Steele	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.86
INC000000502239	Cheryl White	Application	None	Adobe Reader		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000502536	Carmen Swanwick	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000502582	Teri Peterson	Application	Password	Novell GroupWise 32-bit Windov	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000502588	Robert Gilson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	0.96
INC000000502589	Abdul Wakil	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000502607	Mike Randolph	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000502661	Lance Mooney	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000502750	Denice McCarthy	Network	Password	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000502867	Gary Grant	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	2.41
INC000000502869	Brad Freeze	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	2.37
INC000000502922	Kenneth Knowlden	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000502927	Jonathan Clegg	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000502962	Aaron Watson	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed: No	0.07
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: Yes	6.99
INC000000502991	Mike Garcia	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.30
INC000000502992	Craig Keith	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000502997	Craig Conway	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.27

Transportation

INC000000503045	Pamela Moyer	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000503101	Pamela Moyer	Application	Error	Novell Messenger	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000503131	Curt Flanigan	Application	Error	Operations Management Syster	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000503204	Mike Hanni	None	None	None	TIR Missed: No	0.22
Application Services	Tony Larsen	Transportation	Low	Resolved	TTR Missed: No	1.04
INC000000503219	Craig Ide	None	None	None	TIR Missed: No	0.04
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000503378	Fara Williams	Network	Incident	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000503410	Glen Jamieson	Network	Password	None	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000503434	Darren Vincent	Application	Error	Internet Explorer	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Transportation	Low	Resolved	TTR Missed: No	1.25
INC000000503448	Carrie Jacobson	Mobile Devices	Error	None	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	1.16
INC000000503489	Donna Beagley	Application	Error	electronic Project Management	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000503506	Darren Vincent	Application	Error	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000503682	Kayde Roberts	Network	Password	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000503737	Bryan Lee	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000503820	Fara Williams	Application	None	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000503885	Chet Johnson	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000503891	Chet Johnson	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000504039	Robert Astle	Application	Error	Acrobat Reader	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	3.63

Transportation

INC000000504091	Cindy Wright	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000504179	Cheri Guertler	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000504267	Jared Dastrup	Network	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000504275	Robb Edgar	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000504276	Todd Richins	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000504345	Dee Stephens	None	None	None		TIR Missed: No	0.40
	Wireless Services	Neil Bauer	Transportation	Low	Resolved	TTR Missed: No	0.40
INC000000504351	Wendy Nez	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000504416	Deborah Pilling	Application	Error	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000504519	Tami Timothy	Network	Error	Quicken		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000504525	Wade Ramsay	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000504528	Pat Lowe	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000504705	Nicole Jaramillo	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: Yes	7.48
INC000000504833	Daniel Adams	Mobile Devices	None	Droid		TIR Missed: No	0.12
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	0.23
INC000000504837	Craig Ide	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000504883	Peter Bigelow	Application	None	Novell GroupWise		TIR Missed: No	0.42
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	0.72
INC000000505003	Branden Anderson	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505297	Peter Tang	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.96

Transportation

Incident	Name	Type	Category	Product	TIR Missed		Value
INC000000505299	Juan Lovato	Application	Error	Novell GroupWise	TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505321	Jon Ogden	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	0.68
INC000000505396	Nicole Rees	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505423	Joseph Eggleston	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505494	Pamela Moyer	None	None	None	TIR Missed: No		0.00
	Help Desk	Gerard Russell	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505530	Kory Iman	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.18
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.71
INC000000505548	Teri Newell	Application	Password	Utah Master Directory	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505615	Brian Phillips	Network	Incident	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505625	Clayton Weaver	Network	Error	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505629	Jacob Merryweather	Application	Error	Active Directory	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505656	Andy Anderson	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505659	Stephen Jacobsen	Application	Password	Project Development Business S	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505670	Henry Johnston	Application	Password	Utah Master Directory	TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505671	Gary A Gibbs	PC/Laptop	Error	PGP	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505680	Lester John	Application	Error	Project Development Business S	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505686	Jim Golden	Network	Error	None	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000505697	Lester John	Application	Error	Project Development Business S	TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

Incident	Name	Type	Category	Product	TIR/TTR Missed	Value
INC000000505729	Tyson Larson	Application	Error	Microsoft Office 2003 Profession	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000505734	Gary Lepic	Network	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000505798	Adam Christensen	Network	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000505965	Jill Baxter	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low Resolved	TTR Missed: No	0.05
INC000000506038	Grant Farnsworth	None	None	None	TIR Missed: Yes	1.08
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	1.86
INC000000506046	Julie Sheppick	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low Resolved	TTR Missed: No	1.05
INC000000506047	Chris Cowan	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000506182	Geoffrey Dupaix	Application	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000506241	Douglas Carty	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000506265	Nicole Godfrey	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000506303	Kurt Keisel	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000506399	Ashlee Parrish	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000506416	Cindy Wright	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000506428	Pamela Moyer	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000506471	Bryan Woolstenhulme	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000506486	Chris Cowan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low Resolved	TTR Missed: No	0.00
INC000000506488	Wesley Brackenbury	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low Resolved	TTR Missed: No	0.00

Transportation

INC000000506512	Connie J Collins	Application	None	Internet Explorer	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000506524	Douglas Carty	Network	Password	Utah Master Directory	TIR Missed:	No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	1.53
INC000000506645	Edward Layton	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000506774	Mike Bair	Network	Password	Utah Master Directory	TIR Missed:	No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	
INC000000506780	Teresa Johnson	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	4.01
INC000000506781	Kerry Bytheway	Application	Password	Utah Master Directory	TIR Missed:	No	0.12
	Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed:	No	0.12
INC000000506825	Bryan Hansgen	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	3.52
INC000000506894	Matt McCormick	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000506950	Edward Layton	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	2.30
INC000000506959	Liz Olschewski	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000506960	Dave Tuttle	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Bill Hall	Transportation	Low	Resolved	TTR Missed:	No	0.67
INC000000507112	Glen Ames	Network	Password	Utah Master Directory	TIR Missed:	No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed:	No	0.55
INC000000507137	Jeri Pace-Humphrey	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	0.37
INC000000507180	Kevin Nichol	Application	None	Microsoft Windows XP Professic	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00